



FOIAonline Monthly Status Report and Performance Statistics

April, 2019

Report Date: May 15, 2019

Contractor: Cherokee Nation System
Solutions (CNSS)

EPA Task Order: 68HE0H18F1497

EPA Project Officer: Sandra Rivera

FOIAonline Senior Policy Advisor: Tim Crawford



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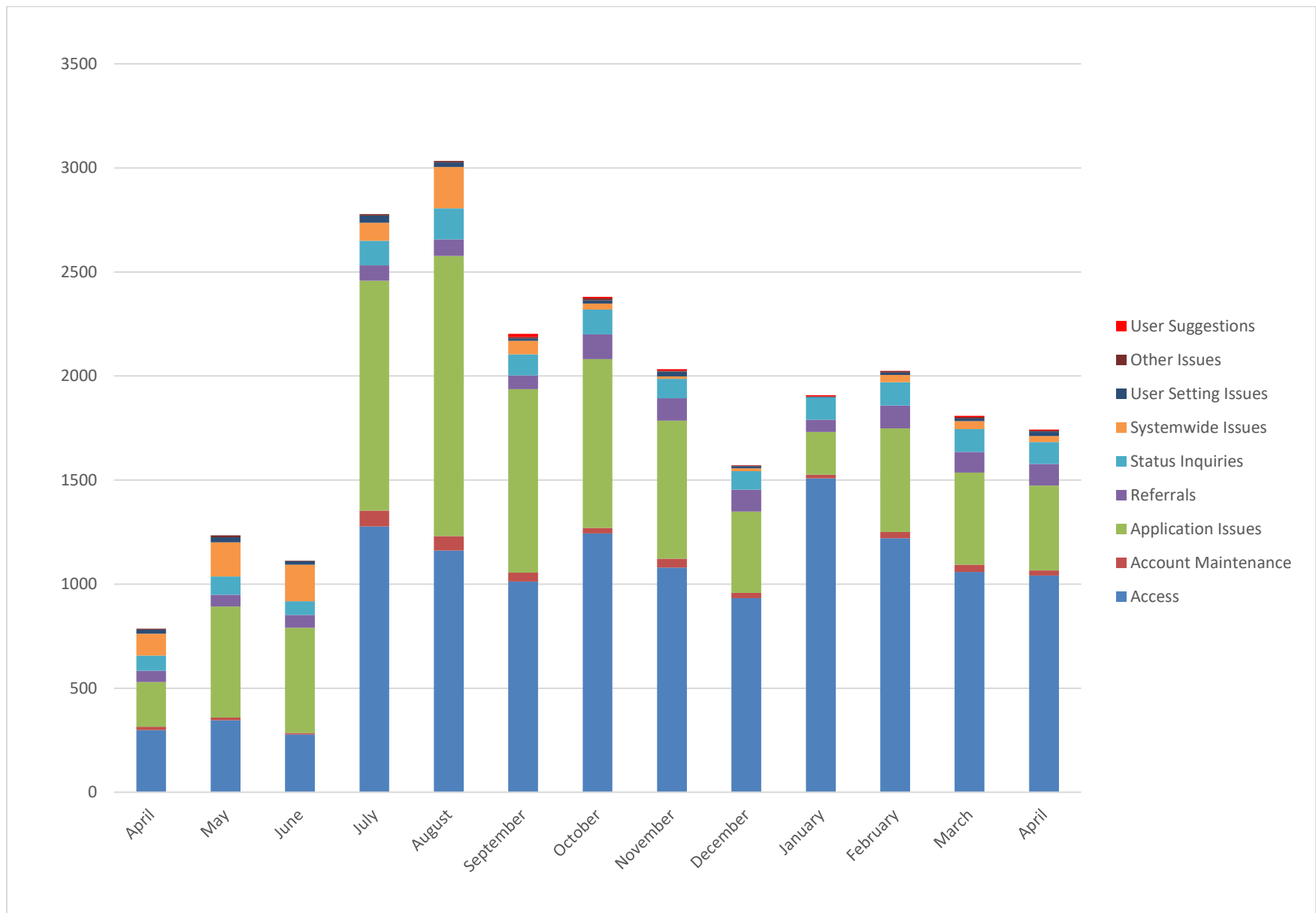
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Performance Metrics

| Performance Area | May | June | July | August | September | October | November | December | January | February | March | April |
|--|--------|--------|--------|--------|-----------|---------|----------|----------|---------|----------|--------|--------|
| Number of Calls Received | 682 | 751 | 2194 | 1973 | 1403 | 1426 | 1239 | 905 | 1102 | 1266 | 1188 | 1102 |
| Number of Emails Received | 415 | 362 | 1052 | 1208 | 865 | 1059 | 835 | 697 | 847 | 822 | 671 | 714 |
| Number of Incidents | 1234 | 1113 | 2778 | 3058 | 2202 | 2380 | 2033 | 1582 | 1908 | 2025 | 1809 | 1743 |
| Number of Incidents Escalated | 66 | 52 | 322 | 396 | 235 | 177 | 226 | 105 | 44 | 159 | 78 | 43 |
| Number of calls abandoned | 0 | 0 | 11 | 8 | 0 | 2 | 0 | 1 | 6 | 2 | 1 | 0 |
| Abandon Rate | 0.0% | 0.0% | 0.50% | 0.41% | 0.0% | 0.14% | 0.0% | 0.11% | 0.50% | 0.16% | 0.81% | 0.0% |
| Percentage of calls answered <60 second (Target 85%) | 98.50% | 97.59% | 85.82% | 94.98% | 95.72% | 96.70% | 98.14% | 99.89% | 93.22% | 94.47% | 97.48% | 99.09% |
| Average time to answer | 00:10 | 00:09 | 00:36 | 00:15 | 00:11 | 00:12 | 00:09 | 00:10 | 00:28 | 00:13 | 00:09 | 00:07 |

Issue Types

| Issue Categories | May | June | July | August | September | October | November | December | January | February | March | April |
|---------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Access | 346 | 278 | 1277 | 1162 | 1012 | 1244 | 1079 | 933 | 1508 | 1221 | 1059 | 1041 |
| Account Maintenance | 12 | 7 | 76 | 69 | 43 | 26 | 43 | 25 | 18 | 29 | 34 | 25 |
| Application Issues | 534 | 506 | 1105 | 1346 | 882 | 811 | 663 | 391 | 205 | 498 | 443 | 408 |
| Referrals | 57 | 61 | 74 | 80 | 66 | 119 | 108 | 105 | 59 | 110 | 99 | 104 |
| Status Inquiries | 88 | 66 | 118 | 149 | 101 | 119 | 94 | 89 | 107 | 112 | 110 | 105 |
| Systemwide Issues | 164 | 175 | 86 | 198 | 65 | 29 | 11 | 14 | 1 | 35 | 38 | 28 |
| User Setting Issues | 24 | 18 | 35 | 22 | 12 | 16 | 23 | 10 | 3 | 12 | 13 | 22 |
| User Suggestions | | | | | 14 | 7 | 7 | 1 | 6 | 2 | 6 | 5 |
| Other Issues | 9 | 2 | 7 | 7 | 7 | 9 | 5 | 4 | 1 | 6 | 7 | 5 |
| Total Issues | 1234 | 1113 | 2778 | 3058 | 2202 | 2380 | 2033 | 1582 | 1908 | 2025 | 1809 | 1743 |



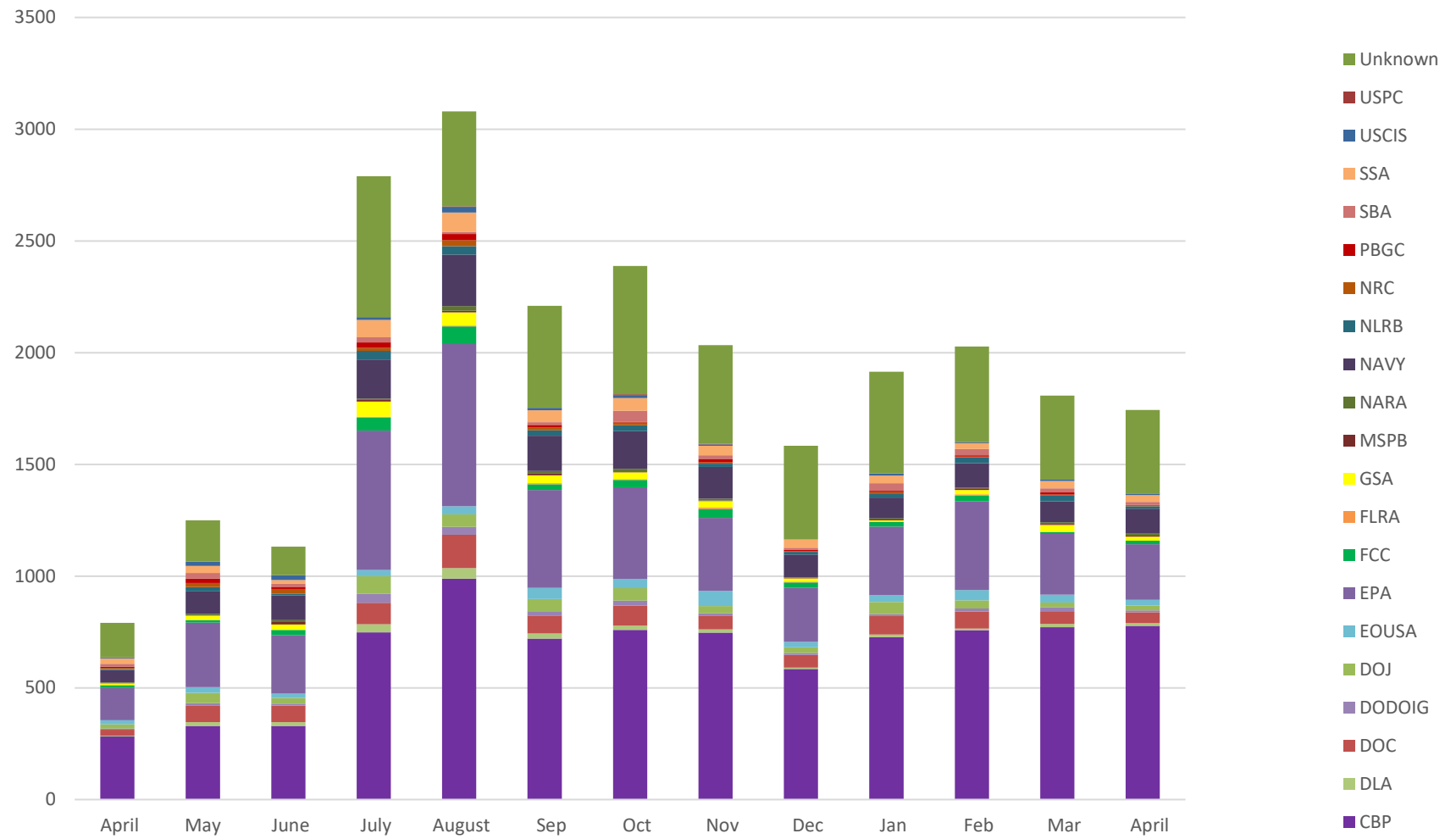
Agency/Public Issues

Agency issues: 573

Public issues: 1170

Issues by Agency

| Agency | May | June | July | August | Sep | Oct | Nov | Dec | Jan | Feb | Mar | April |
|---------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| CBP | 329 | 330 | 748 | 989 | 720 | 759 | 747 | 585 | 727 | 758 | 771 | 777 |
| DLA | 17 | 16 | 37 | 47 | 23 | 19 | 15 | 5 | 12 | 7 | 15 | 12 |
| DOC | 73 | 75 | 96 | 149 | 80 | 90 | 61 | 57 | 82 | 77 | 57 | 49 |
| DODOIG | 13 | 8 | 40 | 35 | 20 | 22 | 10 | 9 | 8 | 13 | 18 | 9 |
| DOJ | 46 | 25 | 79 | 56 | 55 | 56 | 33 | 26 | 55 | 36 | 21 | 22 |
| EOUSA | 25 | 20 | 27 | 36 | 49 | 41 | 68 | 24 | 31 | 46 | 35 | 25 |
| EPA | 289 | 262 | 624 | 726 | 439 | 411 | 327 | 241 | 306 | 398 | 272 | 249 |
| FCC | 11 | 23 | 59 | 79 | 25 | 32 | 39 | 24 | 22 | 25 | 8 | 16 |
| FLRA | 1 | 0 | 3 | 4 | 5 | 4 | 6 | 4 | 1 | 6 | 1 | 0 |
| GSA | 20 | 25 | 68 | 59 | 35 | 30 | 30 | 15 | 6 | 20 | 31 | 18 |
| MSPB | 1 | 10 | 7 | 7 | 10 | 1 | 2 | 2 | 3 | 7 | 5 | 5 |
| NARA | 6 | 9 | 6 | 21 | 9 | 15 | 8 | 3 | 5 | 2 | 7 | 8 |
| NAVY | 101 | 110 | 175 | 231 | 158 | 169 | 143 | 101 | 94 | 110 | 94 | 112 |
| NLRB | 19 | 7 | 39 | 38 | 25 | 26 | 14 | 13 | 15 | 26 | 25 | 10 |
| NRC | 18 | 22 | 13 | 26 | 11 | 13 | 6 | 2 | 9 | 4 | 5 | 6 |
| PBGC | 20 | 10 | 25 | 28 | 13 | 2 | 14 | 7 | 6 | 6 | 10 | 1 |
| SBA | 25 | 13 | 23 | 10 | 12 | 50 | 18 | 9 | 34 | 28 | 18 | 13 |
| SSA | 32 | 17 | 77 | 86 | 53 | 57 | 42 | 37 | 34 | 25 | 33 | 30 |
| USCIS | 3 | 3 | 1 | 4 | 3 | 5 | 5 | 1 | 3 | 6 | 6 | 5 |
| USPC | 1 | 0 | 1 | 2 | 0 | 4 | 3 | 0 | 0 | 1 | 0 | 1 |
| Unknown | 184 | 128 | 630 | 425 | 457 | 574 | 442 | 417 | 455 | 429 | 377 | 375 |
| Total Issues | 1234 | 1113 | 2778 | 3058 | 2202 | 2380 | 2033 | 1582 | 1908 | 2025 | 1809 | 1743 |



Top 10 Questions – April

Account Locked/Frozen/Forgot Password
Inquiry into status of FOIA Request/ migration
Access errors when opening cases
Duplicate accounts
Referrals to CBP for bad pdf generation or unsent records.
Directions on how to perform regular site request handling
Walk public user through accessing released records
Removing erroneously created items (admin costs, records, etc.)
Ongoing e-mail update bug on requests
Migrated cases reopening and stuck in closeout

Activities

Communicated regarding noticeable refresher walkthroughs on how to process requests for agency users. Various users experiencing slowness in the UI and Alfresco which is affecting searches and password reset processing. Sent weekly contact statistics to Tim per his request.

Information

In the month of April, the Helpdesk had 1747 new FOIA incidents. Of those, 1678 were resolved at the Tier 1 level (CNSS), 57 were escalated (CGI), where 12 non- escalated tickets were unresolved. Of the 57 escalated tickets, 31 of the tickets were resolved by CGI where 26 tickets were unresolved as of April 30th.

| | |
|---|------|
| Total Opened In April | 1747 |
| Total Resolved In April | 1743 |
| Tier One Resolved Tickets | 1678 |
| Unresolved Non Escalations | 12 |
| Total Resolved/Opened in April | 1709 |
| Total Resolved/Opened before April | 34 |
| Total Escalated Tickets | 57 |
| Total Resolved Escalations | 31 |
| Unresolved Escalations Created in April | 26 |